

Listing of the Claims

This listing of the claims will replace all prior versions, and listings, of claims in the application:

1-31. Cancelled.

32. (Currently Amended) A tool for classifying an individual within an organization based on work pattern data obtained from the individual for use in providing an office space layout for the individual to facilitate knowledge management based on the classification of the work pattern data, comprising:

an interface for obtaining work pattern data associated with the individual; and

a system for correlating the work pattern data from the individual with at least one work pattern comprising predefined characteristics so that the individual can be classified as a member of at least one work pattern group based on the correlation of the work pattern data from the individual to the predefined characteristics of at least one work pattern corresponding to at least one work pattern group;

wherein work pattern data used to classify the individual within at least one work pattern group comprises (a) an amount of interaction by the individual with other individuals, (b) a degree to which work performed by the individual is focused, or (c) a degree to which work performed by the individual adheres to a defined procedure;

wherein the office space layout for the individual comprises at least one of a workstation, a storage product, office furniture or office supply products selected according to the classification of the individual within the at least one work pattern group.

33. (Previously Added) The tool of Claim 32 wherein the predefined characteristics of each work pattern are based on characteristics of individuals understood to be members of a corresponding work pattern group and comprise a degree to which work performed by a member of the corresponding work pattern group is focused, an amount of interaction between a member of the corresponding work pattern group and other individuals, and a degree to which work performed by a member of the corresponding work pattern group follows a defined procedure.

34. (Previously Added) The tool of Claim 33 wherein the predefined characteristics of each work pattern further comprise a type of information used by a member of the corresponding work pattern group, a number of work foci of a member of the corresponding work pattern group, and a degree of mobility within the work environment of a member of the corresponding work pattern group.

35. (Previously Added) The tool of Claim 32 wherein the at least one work pattern group comprises a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

36. (Previously Added) The tool of Claim 32 wherein the predefined characteristics comprise a degree to which work performed by a member of the corresponding work pattern group is task-based and a degree to which work performed by a member of the corresponding work pattern group is knowledge-based.

37. (Previously Added) The tool of Claim 32 wherein the system comprises a diagnostic engine comprising digital data stored on a digital storage medium.

38. (Previously Added) The tool of Claim 37 wherein the digital storage medium is a computer hard disk drive.

39. (Previously Added) The tool of Claim 32 wherein the interface is an interactive questionnaire.

40. (Previously Added) The tool of Claim 32 wherein the system comprises a diagnostic engine.

41. (Currently Amended) The tool of Claim ~~32~~ 40 wherein the diagnostic engine comprises a computing device.

42. (Previously Added) The tool of Claim 32 wherein the system comprises a database configured to correlate the work pattern data with the predefined characteristics of at least one work pattern.

43. (Currently Amended) A system for ~~prescribing a knowledge management solution~~ providing an office space layout for an individual in a work environment to facilitate knowledge management, comprising:

a diagnostic tool;

an interface coupled to the diagnostic tool for obtaining work pattern data associated with the individual;

a plurality of work patterns; and

a prescription tool;

wherein the diagnostic tool correlates the work pattern data with at least one of the work patterns and defines a personal profile for the individual based on the correlation and wherein the prescription tool recommends ~~a knowledge management solution~~ the office space layout for the individual based on the personal profile.

44. (Currently Amended) The system of Claim 43 further comprising a plurality of organizational information flow models wherein organizational data associated with the work environment of the individual is obtained via the interface and the diagnostic engine correlates the organizational data with the organization information flow models and the prescription tool further recommends the ~~knowledge management solution~~ office space layout based on the organizational correlation.

45. (Previously Added) The system of Claim 44 wherein the organizational information flow models comprise a Channeled model, a Centered model, a Pooled model and a Negotiated model.

46. (Previously Added) The system of Claim 43 wherein the work pattern data comprises data relevant to an amount of interaction by the individual with other individuals, a degree to which work performed by the individual is focused, and a degree to which work performed by the individual adheres to a defined procedure.

47. (Previously Added) The system of Claim 43 wherein each of the plurality of work patterns correspond to at least one work pattern groups comprising a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

48. (Previously Added) The system of Claim 43 wherein the personal profile is adapted to be updated with additional work pattern data associated with the individual that is obtained via the interface.

49. (Previously Added) The system of Claim 43 further comprising a computer and wherein the diagnostic tool is operated with the computer.

50. (Previously Added) The system of Claim 49 wherein the computer is coupled to a network and the additional work pattern data is provided to the interface via the network.

51. (Previously Added) The system of Claim 50 wherein an electronic device connectable to the network collects the additional work pattern data.

52. (Currently Amended) The system of Claim 51 wherein the ~~knowledge management solution~~ office space layout comprises the electronic device.

53. (Currently Amended) The system of Claim 43 wherein the ~~knowledge management solution~~ office space layout comprises knowledge storage products.

54. (Previously Added) The system of Claim 43 wherein the diagnostic tool comprises digital data stored on a digital storage medium.

55. (Previously Added) The system of Claim 43 wherein the prescription tool is a product catalog.

56. (Previously Added) The system of Claim 43 wherein how the individual works within the work environment comprises how the individual collects knowledge.

57. (Previously Added) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual stores knowledge.

58. (Previously Added) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual manages knowledge.

59. (Previously Added) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual shares knowledge.

60. (Previously Added) The system of Claim 43 wherein how the individual uses knowledge comprises how the individual collects, stores, manages, and shares knowledge.

61. (Previously Added) The system of Claim 60 wherein knowledge comprises at least one of how to arrange a workspace or how to organize a computer desktop.

62. (Previously Added) The system of Claim 43 wherein how the individual works within the work environment comprises how the individual uses information, knowledge, or technology.

63. (Currently Amended) The system of Claim ~~43~~ 47 wherein (a) the Processor group comprises a pattern characterized by a narrow work focus, highly protocolled processes, and a low interaction with others; (b) Keeper group comprises a pattern characterized by a contextual focus, adherence to protocols and procedures governing performance of the work, logistics-orientated processes, and a moderate degree of interaction with others; (c) the Concierge group comprises a pattern characterized by a wide focus, logistics-oriented work, and a high degree of interaction with others; (d) the Broker group comprises a pattern characterized by a broad work focus, work activities that follow highly variable and unstructured processes, and a high degree of interaction with others; (e) the Player group comprises a pattern characterized by a changing and contextually focus, work that adapts to and follows variable processes, and a moderate degree of interaction with others; and (f) the Specialist group comprises a pattern characterized by a tight focus, highly specialized and defined processes, and a low degree of interaction with others.

64. (Currently Amended) A method of classifying an individual in a work environment as a member of at least one of a plurality of work pattern groups corresponding to at least one of a plurality of work patterns based on work pattern data associated with the individual for use in organizational planning such as providing an office space layout for the individual to facilitate knowledge management in the work environment, the method comprising:

measuring first work pattern data of the individual representative of a degree of interaction between the individual and other individuals in the work environment;

measuring second work pattern data of the individual representative of a degree of focus associated with work performed by the individual in the work environment;

measuring third work pattern data of the individual representative of a degree of protocol governing the work performed by the individual in the work environment;

correlating first work pattern data and second work pattern data and third work pattern data of the individual at least one of the plurality of work patterns; and

classifying the individual as a member of at least one of the work pattern groups based on the correlation between work pattern data and at least one of the plurality of work patterns;

wherein the office space layout for the individual comprises at least one of a workstation, a storage product, office furniture or office supply products selected according to the classification of the individual within the at least one work pattern group.

65. (Previously Added) The method of Claim 64 wherein the work pattern groups comprise a Processor group, a Keeper group, a Concierge group, a Broker group, a Player group, and a Specialist group.

66. (Previously Added) The method of Claim 64 wherein the steps of correlating and classifying are performed by a computer program.

67. (Currently Amended) The method of Claim 64 further comprising:
recommending a ~~knowledge management solution~~ the office space layout
for the individual based on the classification of the individual within at least one of the
plurality of work pattern groups.

68. (Currently Amended) The method of Claim 67 wherein the ~~knowledge
management solution~~ office space layout comprises knowledge storage products.

69. (Currently Amended) A method of classifying an individual in a work environment as a member of at least one of a plurality of work pattern groups comprising a first group, a second group, a third group, a fourth group, a fifth group, and a sixth group, for use in organizational planning involving the individual within the work environment, the method comprising:

measuring a work characteristic of the individual associated with performance of work by the individual; and

identifying the individual as a member of at least one of the plurality of work pattern groups based on the work characteristic measured for the individual;

wherein work characteristics associated with the first group include a tight work focus, highly protocolled work processes, and a low degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the second group include a contextual work focus, moderately protocolled work processes, and a moderate degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the third group include a wide work focus, logistics-oriented work processes, and a high degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the fourth group include a wide work focus, highly variable work processes, and a high degree of interaction with other individuals in the work environment;

wherein work characteristics associated with the fifth group include a contextual work focus, moderately variable work processes, and a moderate degree of interaction with other individuals in the work environment; and

wherein work characteristics associated with the sixth group include a tight work focus, well-defined work processes, and a low degree of interaction with other individuals in the work environment.

70. (Currently Amended) A method for ~~prescribing a knowledge management solution~~ providing an office space layout for an individual in a work environment to facilitate knowledge management, comprising:

defining a plurality of work pattern groups and a plurality of work pattern characteristics associated with each work pattern group;

collecting work pattern data associated with the individual relating to at least one of a group of characteristics comprising (a) an amount of interaction by the individual with other individuals, (b) a degree to which work performed by the individual is focused, or (c) a degree to which work performed by the individual adheres to a defined procedure;

correlating the work pattern data with at least one of the group of characteristics corresponding to at least one of the plurality of work pattern groups;

classifying the individual as a member of at least one of the work pattern groups based on the correlation;

defining a personal profile for the individual, the personal profile including the classification of the individual; and

recommending ~~a knowledge management solution~~ office space layout for the individual based on the defined personal profile;

wherein the office space layout for the individual comprises at least one of a workstation, a storage product, office furniture or office supply products selected according to the classification of the individual within the at least one work pattern group.

71. (Previously Added) The method of Claim 70 further comprising:

identifying a personal style associated with the individual from the work pattern data wherein the personal profile further comprises the identified personal style.

72. (Previously Added) The method of Claim 70 further comprising:
defining a plurality of organizational information flow models and a plurality of information flow characteristics associated with each organizational information flow model;
collecting organizational data associated with the individual's work environment;
correlating the organizational data with the plurality of information flow characteristics associated with the organizational information flow models;
identifying the organizational information flow model that corresponds to the individual's work environment based on the correlation; and
refining the personal profile to comprise the identified organizational information flow model.

73. (Currently Amended) The method of Claim 70 wherein the ~~knowledge management solution~~ office space layout comprises knowledge storage products.

74. (New) The method of Claim 69 wherein further comprising recommending the office space layout for the individual based on the classification of the individual within at least one of the plurality of work pattern groups.

75. (New) The method of Claim 69 wherein identifying the individual comprises correlating first work pattern data and second work pattern data and third work pattern data of the individual at least one of the plurality of work patterns and classifying the individual as a member of at least one of the work pattern groups based on the correlation between work pattern data and at least one of the plurality of work patterns.